

DocuSign Subprocessor List

Last updated: October 10, 2024

Overview

DocuSign uses certain platform subprocessors, infrastructure suppliers, and other third-party partners to provide DocuSign Services to its customers.

View subprocessor and related suppliers for the applicable DocuSign Service:

- [DocuSign eSignature Service and Related Service Add-ons \(including Rooms for Real Estate\)](#)
- [DocuSign CLM and Related Service Add-ons](#)
- [DocuSign Notary Service](#)
- [DocuSign Insight Service \(Legacy\)](#)
- [DocuSign Payment Gateway Subprocessors](#)

Capitalized terms used in this document are defined in the [DocuSign Sites & Services Terms And Conditions](#) and/or [Data Protection Attachment](#) or such other applicable service agreement governing your use of DocuSign Services. DocuSign Insight and Related Service Add-ons (legacy)

The DocuSign App Center may host product offerings that are integrated into DocuSign Services and utilize third-party subprocessors or optional add-on services. Click [here](#) for more information.

Subscribe to updates to the DocuSign Subprocessor Lists.

DocuSign will update the DocuSign Subprocessor Lists via this website. Below are two options for subscribing to updates to the DocuSign Subprocessor Lists at <https://www.docuSign.com/trust/alerts/feed>:

1. Add an RSS reader extension to your browser ([Chrome](#), [Firefox](#)).
2. Enable via [Outlook](#) on a PC.

Objecting to a Subprocessor

You may object to a Subprocessor by submitting your objection by email to privacy@docuSign.com with the subject line "Subprocessor Objection," along with your name, the company name on your account, the name of the DocuSign Service and Subprocessor at issue, and grounds for your objection (see the [Processor Policy](#) for justifiable grounds).

DocuSign eSignature Service and Related Service Add-ons (including Rooms for Real Estate)

The following is a list of the names, locations, and service descriptions of the service subprocessors and infrastructure suppliers for DocuSign eSignature (including Rooms) and related service add-ons.

Entity Name (Country Location(s))	Service Description	Applicable DocuSign Group Entity	Contact Details	Update Notes
Infrastructure and Data Hosting Suppliers				
365 Data Centers (f/k/a SunGard Availability Services) (United States)	Infrastructure services	DocuSign, Inc.	565 E. Swedesford Road Suite 320 Wayne, PA 19087 United States AskASCompliance@sungardas.com	
Centersquare (f/k/a Cyxtera Technologies) (United States)	Infrastructure services	DocuSign, Inc.	3100 Olympus Blvd. Suite 510 Coppell, TX 75019 United States https://centersquaredc.com/portal-guides	
Equinix (As based on the location of service provisioning: Germany; Netherlands; United States; France)	Infrastructure services	DocuSign, Inc.	Rembrandt Tower Amstelplein 1 1096HA Amsterdam, Netherlands 1 Lagoon Drive 4th Floor Redwood City, CA 94065 United States https://www.equinix.com/contact-us/customer-support	
Amazon AWS (United States)	Cloud hosting services	DocuSign, Inc.	410 Terry Avenue North Seattle, WA 98109 United States https://aws.amazon.com/contact-us/compliance-support/	
Microsoft Corporation (Azure) (As based on the location of service provisioning: United States; Australia; Canada; Europe; Japan)	Cloud hosting services	DocuSign, Inc.	1 Microsoft Way Redmond, WA 98052 United States https://support.microsoft.com/en-us One Microsoft Place South County Business Park Leopardstown, Dublin 18 Ireland D18 P521 1 Denison Street North Sydney, NSW, 2060 Australia 4400-81 Bay Street Toronto, ON M5J 0E7 Canada	

Email Delivery Suppliers

Amazon Simple Email Services (Amazon SES) (United States)	Email Delivery	DocuSign, Inc.	410 Terry Avenue North Seattle, WA 98109 United States https://aws.amazon.com/contact-us/compliance-support/	
Mailgun (owned by Sinch AB) (United States)	Email Delivery	DocuSign, Inc.	US: One Alliance Center, 3500 Lenox Road NE, Suite #1875, Atlanta, GA 30326, United States EMEA: Lindhagensgatan 74. 112 118 Stockholm, Sweden APAC: 1 Harbourfront Ave, 16-03 Keppel Bay Towers, 098632, Singapore https://community.sinch.com/	

Optional Service Add-On Subprocessors for Identity Verification and Trust Service Provider (TSP) Services

NOTE: In addition to the below subprocessors, DocuSign works with a number of other identity verification and **Trust Service Provider (TSP) partners** to enable the [DocuSign Identify solution](#). These additional partners process personal data, **independently** from DocuSign, as data processors to customers to provide their own identity verification services. For more information about such partners, see [here](#).

IDology, Inc. (acquirer of Acuant, Inc.) (United States)	Identity verification services	DocuSign, Inc.	2300 Windy Ridge Pkwy SE Suite 1115 Atlanta, GA 30339 https://www.idology.com/about-us/contact-us-support/	
Australia Post (f/k/a Australian Postal Corporation) (As based on customer's use of the add-on service: Australia; New Zealand)	Identity verification services	DocuSign, Inc.	111 Bourke Street Melbourne, Victoria 3000 Australia https://auspost.com.au/help-and-support	
FranceConnect (France)	Identity verification services	DocuSign France	33 rue La Fayette 75009 Paris France https://franceconnect.gouv.fr/faq#CONTACT	
OneID Limited (f/k/a Digital Identity Net UK Ltd.) (United Kingdom)	Identity verification services	DocuSign, Inc.	29 Wood Street Stratford Upon Avon West Midlands, CV37 6JG United Kingdom https://oneid.uk/contact/	
LexisNexis Risk Solutions FL Inc. (United States)	Knowledge-Based Authentication (KBA) for identity verification	DocuSign, Inc.	1100 Alderman Drive Alpharetta, GA 30005 United States https://risk.lexisnexis.com/global/en/contact-us	

Onfido, Inc. (As based on customer's use of the add-on service: United Kingdom; United States)	Identity verification services	Docusign, Inc.	3 Finsbury Avenue London, EC2M 2PA United Kingdom 149 New Montgomery Street San Francisco, CA 94105 United States https://onfido.com/company/contact	
Signicat AS (Norway)	Identity verification services	Docusign, Inc.	Beddingen 16 7042 Trondheim Norway https://www.signicat.com/contact/contact-support	
Penta (f/k/a SunGard Availability Services) (France)	TSP Infrastructure	Docusign France SAS	93, cours de Petites Ecuries Longes, 77185 France AskASCompliance@sungardas.com	
Equinix (France)	TSP infrastructure	Docusign France SAS	114 rue Ambroise Croizat 93200 Saint-Denis France https://www.equinix.com/contact-us/customer-support	
Docaposte Arkhineo (f/k/a CDC Arkhinéo SAS) (France)	Evidence archival functionality for Europe QES and AES	Docusign France SAS	24 Rue Drouot Paris, Ile-de-France 75009 France http://arkhineo.com/en/contact-us/	
Esendex (aka Commify Group) (United Kingdom)	SMS authentication with TSP services; SMS notification for Europe Advanced (AES); other applicable Protect & Sign features	Docusign France SAS	20 Wollaton Street Nottingham NG1 5FW United Kingdom https://www.esendex.co.uk/contact/	
IDnow GmbH (acquirer of AriadNEXT S.A.S.) (Germany)	Identity verification for ID Check Remote for QES Services; General IDV purposes	Docusign France SAS	Auenstraße 100 80469 Munich Germany https://support.idnow.io/s/?language=en_US	
Infobip (Germany)	SMS authentication with TSP services; SMS notification for Europe Advanced (AES); other applicable Protect & Sign features	Docusign France SAS	Maximilianplatz 22 80333 München Germany https://www.infobip.com/contact	
Ubble (acquired by Checkout.com) (France)	Identity verification for for Europe QES	Docusign France SAS.	12 rue Curial 75019 Paris France https://www.ubble.ai/contact-us/	

Optional Service Add-On Subprocessors for: SMS Messaging

<p>Prove (f/k/a Payfone, Inc.) (United States)</p>	<p>SMS & phone authentication services; SMS delivery</p>	<p>Docusign, Inc.</p>	<p>245 5th Avenue 20th Floor New York City, NY 10016 United States https://www.prove.com/contact</p>	
<p>TeleSign Corporation (United States)</p>	<p>SMS & phone authentication services; SMS delivery</p>	<p>Docusign, Inc.</p>	<p>13274 Fiji Way Suite 600 Marina del Rey, CA 90292 United States https://www.telesign.com/contact</p>	
<p>Vonage Holdings Corporation (As based on customer's use of the add-on service: Netherlands; Singapore; United Kingdom; United States)</p>	<p>SMS & phone authentication; SMS delivery; audio and video processing services</p>	<p>Docusign, Inc.</p>	<p>Prins Bernhardplein 200 Gemeente Amsterdam Netherlands</p> <p>Suntec Tower Four 6 Temasek Boulevard 038986 Singapore</p> <p>Temple Quay 3 Temple Back E Redcliffe, Bristol BS1 6DZ United Kingdom</p> <p>101 Crawfords Corner Road Suite 2416 Holmdel, NJ 07733 United States https://www.vonage.com/support/</p>	

Optional Service Add-On Subprocessors for: Extension Apps

<p>Zapier Left Hook Inc. (United States)</p>	<p>Infrastructure services, email delivery, cloud hosting services</p>	<p>Docusign, Inc.</p>	<p>20 Madbury Road, Unit 3 Durham, NH 03824 United States https://lefthook.com</p>	
<p>Vonage Holdings Corporation (As based on customer's use of the add-on service: Netherlands; Singapore; United Kingdom; United States)</p>	<p>Phone number verification</p>	<p>Docusign, Inc.</p>	<p>Prins Bernhardplein 200 Gemeente Amsterdam Netherlands</p> <p>Suntec Tower Four 6 Temasek Boulevard 038986 Singapore</p> <p>Temple Quay 3 Temple Back E Redcliffe, Bristol BS1 6DZ United Kingdom</p> <p>101 Crawfords Corner Road Suite 2416 Holmdel, NJ 07733 United States</p>	

			https://www.vonage.com/support/	
LexisNexis Risk Solutions FL Inc. (United States)	Email address verification (Basic) SSN, Business Entity (Premium)	Docusign, Inc.	1100 Alderman Drive Alpharetta, GA 30005 United States https://risk.lexisnexis.com/global/en/contact-us	
Smarty (United States)	Physical address verification	Docusign, Inc.	1476 Sandhill Rd. Orem, UT 84058 United States https://www.smarty.com	
Twilio (United States)	Email address verification	Docusign, Inc.	101 Spear Street 1st Floor San Francisco, CA 94105 United States https://www.twilio.com	
Other Optional Service Add-On Subprocessors				
Cloverleaf (Infor) (United States)	Electronic Health Record (ERR) integration gateway	Docusign, Inc.	641 Avenue of the Americas New York, NY 10011 United States https://www.infor.com/about/contact	
FaxLogic (United States)	Document transmission via facsimile	Docusign, Inc.	5050 Quorum Drive Suite 700 Dallas, TX 75254 United States https://www.faxlogic.com/contact/faxlogic-address-email-phone-contact-information.php	
FedEx Corporation (United States)	Document printing to a FedEx Office location	Docusign, Inc.	942 S. Shady Grove Road Memphis, TN 38120 United States https://www.fedex.com/en-us/customer-support.html	
Lexis-Nexis Risk Solutions FL Inc. (United States)	Knowledge-based authentication services; email address verification	Docusign, Inc.	1100 Alderman Drive Alpharetta, GA 30005 United States https://risk.lexisnexis.com/global/en/contact-us	
Microsoft Corporation (Azure AI services) (United States, Sweden)	- Azure OpenAI Service: Agreement Summarization, Contextual Extractions, and Suggested Fields for eSign; - Azure AI Document Intelligence: Contextual Extractions for eSign For more information about Docusign's use of Azure AI services, see here .	Docusign, Inc.	1 Microsoft Way Redmond, WA 98052 United States https://support.microsoft.com/en-us	
Oracle, Inc. (United States)	Oracle Integration Cloud platform services; payment services with third-party payment processors	Docusign, Inc.	Oracle America, Inc. 500 Oracle Parkway Redwood Shores, CA 94065 United States https://www.oracle.com/support/contact.html	

PubNub (United States)	Service user commenting capability with documents	Docusign, Inc.	50 Francisco Suite 100 San Francisco, CA 94133 United States https://support.pubnub.com/hc/en-us	
DocuSmart Inc. dba Lexion <i>a wholly owned subsidiary of Docusign, Inc.</i> (United States) For more information, see: http://lexion.ai/subprocessors	Contextual Extractions for eSign	Docusign, Inc.	Docusign, Inc. 221 Main Street, Suite 800 San Francisco, CA United States https://support.docusign.com	
Docusign Support Services Suppliers				
Cognizant (Mexico; Hungary; Philippines; Japan; United States; United Kingdom; Costa Rica; Hyderabad, India)	Customer Support Services (Tier 1) (Intake and ticket management services)	Docusign, Inc.	300 Frank W. Burr Blvd. Suite 36, 6th Floor Teaneck, NJ 07666 United States 1 Kingdom Street London W2 6BD United Kingdom 3800 Avenida Aviacion San Juan Ocotan Zapopan Jal., Mexico 45019 Mill Park Centre, 6th floor Budapest Soroksári út 4 1095 Hungary Bridgetown IT Park C-5 Road, Ugong Norte Quezon City, Philippines 1110 Zona Franca America Edificio C-14 Heredia, Costa Rica PMO Hanzomon, 03-4563-8300 Kojimachi 2-1 Chiyoda-ku, Tokyo Japan 102-0083 Raheja Mind Space 12A Cognizant Building Hitex City, Madhapur, Hyderabad, Telangana 50008 India https://www.cognizant.com/us/en/about-cognizant/contact-us	

Foundever (f/k/a Sykes Enterprises) (Costa Rica; Philippines; United Kingdom)	Customer Support Services (Tier 1) (Intake and ticket management services)	Docusign, Inc.	700 Parkway Global Park Main Building La Aurora, Heredia Costa Rica Glorietta 1 Corporate Center Palm Drive, Ayala Center Makati City, Philippines Calder House 599 Calder Road Edinburgh, EH11 4GA United Kingdom https://www.foundever.com/contact-us/	
Genesys Cloud (United States)	Customer Support Services (In-product Chatbot)	Docusign, Inc.	7601 Interactive Way Indianapolis, IN 46278 United States https://www.genesys.com/customer-success/customer-care	

Docusign CLM Service and Related Service Add-Ons

The following is a list of the name(s), location(s), and service descriptions of the service subprocessors and infrastructure suppliers for Docusign CLM and related service add-ons.

Entity Name (Country Location(s))	Service Description	Applicable Docusign Group Entity	Contact Details	Update Notes
Infrastructure and Data Hosting Suppliers				
Equinix (As based on the location of service provisioning: Netherlands; United Kingdom; United States)	Infrastructure services	Docusign, Inc.	Rembrandt Tower Amstelplein 1 1096HA Amsterdam Netherlands 1 Lagoon Drive, 4th Floor Redwood City, CA 94065 United States https://www.equinix.com/contact-us/customer-support	
Switch (United States)	Infrastructure services	Docusign, Inc.	7135 South Decatur Boulevard Las Vegas, NV 89118 United States https://www.switch.com/contact	

<p>Microsoft Corporation (Azure) (As based on the location of service provisioning: United States; Australia; Canada; Europe; Japan)</p>	<p>Cloud hosting services</p>	<p>DocuSign, Inc.</p>	<p>D18 P521 1 Denison Street North Sydney, NSW, 2060 Australia</p> <p>4400-81 Bay Street Toronto, ON M5J 0E7 Canada</p> <p>1 Microsoft Way Redmond, WA 98052 United States https://support.microsoft.com/en-us</p>	
<p>Optional Service Add-On Subprocessors</p>				
<p>Microsoft Corporation (Azure AI Services) (As based on the location of service provisioning: United States))</p>	<p>- Azure OpenAI Service: Agreement Summarization for AI Extension for CLM and CLM+; - Azure AI Document Intelligence: CLM Essentials and Core Extractions for AI Extension for CLM.</p> <p>For more information about AI Extractions, see here. For more information about DocuSign's use of Azure AI services, see here.</p>	<p>DocuSign, Inc.</p>	<p>1 Microsoft Way Redmond, WA 98052 United States https://support.microsoft.com/en-us</p>	
<p>Google, LLC (As based on the location of service provisioning: Belgium; Canada; Germany; Switzerland, United Kingdom; United States)</p>	<p>Processing for DocuSign CLM Analyzer service</p>	<p>DocuSign, Inc.</p>	<p>Gordon House Barrow Street Dublin 4 Ireland</p> <p>Brandschenkestrasse 110 8002 Zürich Switzerland</p> <p>111 Richmond Street West Toronto, ON M5H 2G4 Canada</p> <p>1600 Amphitheatre Parkway Mountain View, CA 94043 United States https://about.google/intl/ALL_us/contact-google/</p>	
<p>DocuSmart Inc. dba Lexion <i>a wholly owned subsidiary of DocuSign, Inc.</i> (United States) For more information see: http://lexion.ai/subprocessors</p>	<p>AI-Assisted Review</p>	<p>DocuSign, Inc.</p>	<p>DocuSign, Inc. 221 Main Street, Suite 800 San Francisco, CA United States https://support.docusign.com</p>	

Optional Professional Services Partners

NOTE: The following is a list of the names, locations, and service descriptions for professional service partners generally available for the relevant Docusign Service implementations, including integration, migration, and ongoing professional services. For information on the specific partner(s) that provide professional services to you, please contact your Docusign representative or refer to your professional services agreement.

4C Consulting (WIPRO Limited) (United Kingdom)	Professional service partner	Docusign, Inc.	Stationsstraat 60/5 2800 Mechelen Belgium https://www.wipro.com/contact-wipro/
Accenture (United Kingdom; United States)	Professional service partner	Docusign, Inc.	30 Fenchurch Street London EC3M 3BD United Kingdom 161 N. Clark Street Chicago, IL 60601 United States https://www.accenture.com/ie-en/about/contact-us
Acumen Solutions (a Salesforce subsidiary) (United States)	Professional service partner	Docusign, Inc.	8280 Greensboro Drive, Suite 400 McLean, VA 22102 United States https://www.salesforce.com/company/contact-us/
Audit Magna (United Kingdom)	Professional service partner	Docusign, Inc.	2 Old Bath Road Newbury, RG14 1QL United Kingdom https://www.audetmagna.co.uk/
Morae Global Corporation (United Kingdom)	Professional service partner	Docusign, Inc.	1000 Louisiana Street, 65th Floor Houston, TX 77002 United States https://www.moraeglobal.com/contact-us
Simplus (United States)	Professional service partner	Docusign, Inc.	10 W Broadway Salt Lake City, Utah 84101 United States https://www.simplus.com/ or support@simplus.com

Docusign Support Services Suppliers

Foundever (f/k/a Sykes Enterprises) (Costa Rica; Philippines; United Kingdom)	Limited Support Services (intake and ticket management services)	Docusign, Inc.	700 Parkway Global Park Main Building La Aurora, Heredia Costa Rica Glorietta 1 Corporate Center Palm Drive, Ayala Center Makati City, Philippines Calder House 599 Calder Road Edinburgh, EH11 4GA United Kingdom https://www.foundever.com/contact-us/
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DocuSign Notary Service

The following is a list of the names, locations, and service descriptions of the service subprocessors and infrastructure suppliers for DocuSign Notary Service and related service add-ons. Notary is a product offered to U.S. customers only.

Entity Name (Country Location(s))	Service Description	Applicable DocuSign Group Entity	Contact Details	Update Notes
Service Subprocessors				
Amazon AWS (United States)	Cloud hosting services	DocuSign, Inc.; Liveoak Technologies, Inc.	410 Terry Avenue North Seattle, WA 98109 United States https://aws.amazon.com/contact-us/compliance-support/	
Microsoft Corporation (Azure) (Based on the location of service provisioning: United States, Australia; Canada; Europe; Japan)	Cloud hosting services	DocuSign, Inc.	D18 P521 1 Denison Street North Sydney, NSW, 2060 Australia 4400-81 Bay Street Toronto, ON M5J 0E7 Canada 1 Microsoft Way Redmond, WA 98052 United States https://support.microsoft.com/en-us	
Acuant, Inc. (United States)	Identity verification services	DocuSign, Inc.	2018 Powers Ferry Road SE Suite 720 Atlanta, GA 30339 United States https://store.acuant.com/pages/contact	
Lexis-Nexis Risk Solutions FL Inc. (United States)	Knowledge-based authentication services	DocuSign, Inc.	1100 Alderman Drive Alpharetta, GA 30005 United States https://risk.lexisnexis.com/global/en/contact-us	
OneNotary, Inc. (United States)	Remote online notarization services	DocuSign, Inc.	415 Mission Street FL 37, San Francisco, CA 94105 United States https://onenotary.us/privacy-policy/	
Onfido, Inc. (United Kingdom; United States)	Identity verification services	DocuSign, Inc.	3 Finsbury Avenue London EC2M 2PA United Kingdom 149 New Montgomery Street San Francisco, CA 94105 United States https://onfido.com/company/contact	

<p>Vonage Holdings Corporation (Netherlands; Singapore; United Kingdom; United States)</p>	<p>SMS & phone authentication services and SMS delivery services; audio and video processing</p>	<p>Docusign, Inc.</p>	<p>Prins Bernhardplein 200 Gemeente Amsterdam, Netherlands</p> <p>Suntec Tower Four 6 Temasek Boulevard Postal 038986, Singapore</p> <p>Temple Quay 3 Temple Back E. Redcliffe, Bristol BS1 6DZ United Kingdom</p> <p>101 Crawfords Corner Road, Suite 2416 Holmdel, NJ 07733 United States https://www.vonage.com/support/</p>	
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Docusign Insight Service (Legacy)

The following is a list of the name, location, and service description of the service subprocessor(s) for the Docusign Insight and related service add-ons.

Entity Name (Country Location(s))	Service Description	Applicable Docusign Group Entity	Contact Details	Update Notes
Service Subprocessors				
<p>Google, LLC (As based on the location of service provisioning: Belgium; Canada; Germany; Switzerland, United Kingdom; United States)</p>	<p>Data hosting services</p>	<p>Docusign, Inc.</p>	<p>Gordon House Barrow Street Dublin 4, Ireland</p> <p>Brandschenkestrasse 110 8002 Zürich, Switzerland</p> <p>111 Richmond Street West Toronto, ON M5H 2G4 Canada</p> <p>1600 Amphitheatre Parkway Mountain View, CA 94043 United States https://about.google/intl/ALL_us/contact-google/</p>	

Docusign Payment Gateway Subprocessors

Payment Gateway Subprocessors				
Adyen, N.V. (United States, Netherlands)	Payment gateway services	Docusign, Inc.	274 Brannan Street Suite 600 San Francisco, CA 94107 United States Simon Carmiggeltstraat 6-50 Amsterdam Noord-Holland, 1011DJ https://www.adyen.com/contact	
CyberSource (a/k/a Visa Inc.) (United States)	Payment gateway services	Docusign, Inc.	PO Box 8999 San Francisco, CA 94128 United States https://www.cybersource.com/en/contact-us.html	
Elavon (As based on customer's use of the add-on service: Canada; Puerto Rico; United States)	Payment gateway services	Docusign, Inc.	Two Concourse Parkway Suite 800 Atlanta, GA 30328 United States https://www.elavon.com/contact-us.html	
GoCardless (As based on customer's use of the add-on service: United Kingdom; Ireland; France; Germany; Spain; Netherlands; Sweden; Denmark; Canada; United States; Australia; New Zealand)	Payment gateway services	Docusign, Inc.	Sutton Yard 65 Goswell Road London, EC1V 7EN United Kingdom https://support.gocardless.com	
PayPal (a/k/a Braintree) (United States)	Payment gateway services	Docusign, Inc.	222 W Merchandise Mart Plaza Suite 800 Chicago, IL 60654 United States https://www.braintreepayments.com/contact	
Stripe (United States)	Payment gateway services	Docusign, Inc.	354 Oyster Point Blvd. South San Francisco, CA 94080 United States https://support.stripe.com/questions/contact-stripe-support	
Zuora (United States)	Payment gateway services	Docusign, Inc.	101 Redwood Shores Parkway Redwood City, CA 94065 United States https://support.zuora.com/hc/en-us	